

057907/09/04

Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: BUSINESS TAX REPRESENTATIVE I

DEFINITION

Under close supervision, to coordinate and participate in the administration and collection of business tax, transient occupancy tax and other business related activities within the City; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is the entry level in the Business Tax Representative series. Employees in this class normally work under close to general supervision performing a group of repetitive or closely related duties according to established procedures. While a variety of tasks may be assigned, each step usually fits a pattern, which has been established and explained before work is started. Generally work is observed and reviewed both during its performance and upon completion, and changes in procedure or exceptions to rules are explained in detail as they arise.

REPORTS TO: Business Tax/Collections Supervisor

SUPERVISION RECEIVED AND EXERCISED

Receives close supervision from the Business Tax/Collections Supervisor.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Serve as a counter and telephone representative; accept business tax applications; accept and process business tax payments; and answer telephone inquiries.
- Assist in balancing payments and cash on a daily and monthly end basis to verify accuracy of work processed.
- Assist with the implementation of policies and procedures to insure collection of all City business tax, transient occupancy tax, bingo applications, vendor permits and bicycle licenses.
- Perform a wide variety of clerical duties including typing, filing, record verification; sort, code and file correspondence; process returned check letters; order forms and supplies.
- Assist in investigating and processing all new and existing renewals for accuracy and interpret existing code sections applicable to situation.
- May participate in the preparation of monthly renewal notices, processing and auditing payments and issuing final certificate.
- May participate, on a limited basis, in audits of business records to ensure proper tax payment.
- May participate, on a limited basis, in the administrative and enforcement activity relating to transient occupancy tax.
- May participate, on a limited basis, in field inspections performed by staff.
- May participate, on a limited basis, in determining final decisions regarding customer complaints and disputes.
- Assist with collecting delinquent accounts by telephone and in person as required.

QUALIFICATIONS

Knowledge of:

- Customer service policies and procedures.
- Investigate techniques useful in offering assistance in inspecting business activities to ensure compliance with business tax requirements.
- Municipal Code interpretation and enforcement.
- Accounting and book-keeping procedures.
- Modern office practices, methods and procedures.

Ability to:

- Work well under stressful situations.
- Effectively handle conflict situations with customers and maintain good public relations while protecting City interest.
- Interpret the business tax code, policies and procedures.
- Do research and perform mathematical computations.
- Communicate clearly and concisely, orally and in writing.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade.

Experience: One year experience in accounting and/or customer service.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Business Tax Representative I

TO: Business Tax Representative II